## Troubleshooting

• Many issues can be resolved by resetting your equipment. To do this: First, shut down your computer, ITP Adapter, existing router (if you have one), and DSL/cable Modem. Then, turn the devices back on one at a time. Turn them on in this order: modem, existing router, ITP Adapter, and computer.

• Make sure your phone is plugged into "Phone 1" on the ITP Adapter.

• Are you able to access web pages? If not, the problem may be with your internet connection. Check with your service provider to find out if there are connection issues in your area or some other problem with your connection.

• Be sure your telephone, which is plugged into the ITP Adapter, is disconnected from the wall telephone jacks (the ones you use for traditional phone company service). ITP's service won't work if the phone is still plugged in to a wall jack.

• Redo the steps of this installation guide. Make sure to follow the steps exactly. The order in which you connect and turn on everything is very important.

**If you have any questions or problems you can contact customer support through the web-contact system or by calling the toll free number**

**(U.S.) 1 (888) 487-1110 or (Canada) 1 (888)548-8820**

# ITP

# Installation Guide for VoIP 122 Adapter

**Make sure you have everything you need:**



Cisco SPA122

- • DSL/cable modem or high speed internet.
- • 2 Ethernet cables (1 incl.)
- • An analog telephone and standard phone cable
- • ITP Adapter

**If you have a router installed go to Setup B**

## Setup A – No Router

**1. Unplug the power from modem**
Disconnect the modem's power cable from the electrical outlet.

**Make sure there is NO USB Cable Connected to your modem.**



**2. Connect modem to ITP Adapter**
Connect the included ethernet cable to the Ethernet port on your modem. Plug the other end into the Internet/WAN/Blue port on the ITP Adapter.

**3. Plug in the modem**
Plug your modem's power adapter into an electrical outlet.

**4. Plug in the ITP Adapter**
Insert the power adapter into the power port on the ITP adapter. Plug in the second ethernet cable from Ethernet/PC/Yellow on the ITP adapter port in to the ethernet port on your computer.

**5. Turn computer on**
Wait for the ITP adapter power indicator to stop blinking and go steady green. Now turn your computer on.

**6. Check internet connection**
Make sure your internet access is working. If it's working, then you can skip the rest of this step.

**If you use a DSL modem:**
**You may need to configure PPP-over-Ethernet (PPPoE) to work with the ITP Adapter. Here's what to do:**

• Open your web browser on your computer and enter http://192.168.6.1 (the ITP adapters address) in the address field of your browser and hit Enter. If prompted, Log in with Username: Cisco and Password: Cisco.
• Select the "Network Setup" Tab. From the Menu tree on the left, select "Internet Settings".
• From the "Connection Type" drop-down menu, select "PPPoE". Enter the username, password and service name (if required) provided by your ISP. This is the same info you enter every time you log into your ISP.
• Click the Submit button to save your new settings.

**7. Connect telephone**
Make sure your telephone is set to its tone setting (not pulse). Connect one end of the telephone cable to your telephone. Connect the other end of the telephone cable to the port labeled "Phone 1" on the ITP adapter.

**Congratulations!**
Pick up your telephone receiver, if you hear a dial tone, you have finished the installation and can begin making calls.

## Setup B – With a Router

**1. Connecting an ethernet cable to the ITP Adapter**
Unplug your ITP Adapter power cable. Connect one end of an ethernet cable to the port labeled Internet/WAN on the ITP Adapter.



Cisco SPA122

**2. Connect ethernet cable to your existing router**
Connect the other end of the ethernet cable to an unused ethernet port on your router (or modem with built-in router).

**3. Connect power adapter**
Connect the power adapter to the ITP Adapter and plug the other end into an electrical outlet.

**4. Connect telephone**
Connect your telephone cord to the port labeled "Phone 1" on the ITP Adapter.

**5. Check for dial tone**
Check for a dial tone. If you hear one, congratulations! You're now ready to use ITP. If you don't hear a dial tone, read the troubleshooting advice below.